

1207 Feaster Street  
Whitmire, SC 29178  
(803) 589-9120  
[ChatmanCobbs@aol.com](mailto:ChatmanCobbs@aol.com)

Tuesday, July 06, 2010

State of South Carolina  
Public Service Commission  
PO Drawer 11649  
Columbia, SC 29211

ATTN: Hearing Clerk

RE: Docket #: 2010-224-E

File#: 10-E-1188

Dear Madam:

The purpose of this communication is to submit additional information and supporting documents (**AH, AI, AJ, AK**) in regard to the above caption matter.

Under the false assumption that Duke Energy gives no false information nor blatantly misleads its customers – and follows the policies, procedures, and practices set forth by themselves and South Carolina law, I have faithfully and **diligently** followed all steps necessary (and those requested also) to make timely payments within the *extraneous* restrictions of my income so that I can be placed on a **monthly BUDGET PLAN amount**. Duke Energy has not *lived-up-to* their agreement, binder or obligation in relations to this issue (or other issues in the past). I have corrected any errors or omissions on my part and consistently been honest and truthful – unlike Duke.

I believe that in an effort to have maximum profit, Duke has done any wrong and unfair thing covertly without regard for any consequences. I, on the other hand, always have a consequence: **disconnection of service!** And since there is no other alternative for necessary electric service, I am the only one who **must** live up to their responsibilities.

In the past I had been told that (1.) I was not eligible for the budget plan because I would need to have continuous service for 12 months; (2.) I was told that I had a past due amount so I could not be on the budget plan; (3.) I could be on a very short term deferred payment agreement (as long as they could get late charges . . . all about \$\$); and several other "*lame*" reasons. I continued to accept those explanations and continuously struggled to meet each new obstacle that was set before me.

By June 3<sup>rd</sup> I had managed to over come each and every personal and Duke impediment to be **totally eligible** for participant in the Budget Plan. There were **no more hindrances**; I met **ALL criteria**. Based on information given by Duke, I estimated that a **monthly budget amount would be \$75** from April 3, 2009 to May 3, 2009.

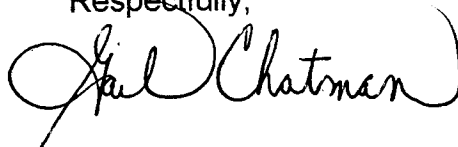
On the morning of June 11, 2010 at approximately 11:45 a.m., I was able to reach a representative at Duke Energy to set-up and establish a monthly budget amount. I spoke with a MELISSA (worker id# 279941). We set-up and finalized a monthly budget amount; Melissa told me that it would be \$76 per month instead of \$75. It was the first time in dealing with Duke Energy that a fair, equitable and positive resolution had been made. **A verbal contract and agreement was made.** I was lead to believe that the confirmation through a written letter would come shortly. And the only issue was that if I did not pay the current bill that was not yet due then there would be late fees affixed to that amount (\$44.77), and the budget plan would be effective with the next bill. I could now stabilize my fixed income and budget appropriately to get some psychological (& physiological) peace.

By June 24<sup>th</sup>, (and June 28<sup>th</sup>) I had not received my monthly bill nor had I received the confirmation letter about the agreement that had been established. (I received my bill on June 30 while every one else in the neighborhood received their bill before Father's Day.)

Contacting Duke regarding this **deliberate oversight** on their part just proved to be useless and get me extremely angry. I had to be medicated in order to gain equanimity. After speaking with Jay (worker id# 41083) who gave me no resolution but repeated himself and gave me information I already knew + strongly asserted that I was lying . . . my next step was to speak with a supervisor Kenya (worker id# 273229) who just gave me "*the run around*" and wanted me to re-do the steps that I had already taken. There was no need to call back, repeat myself or do anything else **because an agreement had already been established!** There was no misunderstanding or misconception. Duke just lied!

However, as I had stated to Melissa weeks before and Kenya most recently, I would be paying my agreed upon budget amount on or before July 3, 2010; payment was made on July 2<sup>nd</sup>. Herewith is a copy of the supporting document ( **AJ** ) which clearly shows that only I have "*lived-up-to*" the agreement and I am the only party involved with integrity who lives up to their responsibilities (and their word).

Respectfully,

A handwritten signature in black ink, appearing to read "Gail Chatman". The signature is fluid and cursive, with the first name "Gail" written in a larger, more prominent script than the last name "Chatman".

Gail Chatman



GAIL CHATMAN  
1207 FEASTER ST

AH

Account Number

Verification Code

Bill Date

Current Charges Past Due After

05/18/2010

06/14/2010

Service From: APR 16 to MAY 17 ( 31 Days)

Your next scheduled meter reading will occur between JUN 16 and JUN 21

PREVIOUS BILL AMOUNT	PAYMENTS (-)	NEW CHARGES (+)	ADJUSTMENTS (+ OR -)	AMOUNT DUE (=)
\$317.15	\$75.00	\$44.77	\$0.00	\$286.92

METER NUMBER	METER READINGS: PREVIOUS	METER READINGS: PRESENT	MULTI- PLIER	TOTAL USAGE	RATE SCHEDULE DESCRIPTION	AMOUNT
649651	14097	14474	1	377 KWH	RS - Residential Service	39.18
					Prior Balance Due	242.15
					Late Payment Charge	3.63
					Municipal Fee	1.96
					Please Pay According to Your Deferred Payment Agreement	

Amount Due	286.92
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Electricity Usage	This Month	Last Year
Total KWH	377	128
Days	31	29
AVG KWH per Day	12	4
AVG Cost per Day	\$1.26	\$0.55

Our records indicate your telephone number is 803-694-9887 . If this is incorrect, please follow the instructions on the back of the bill

A late payment charge of 1.5 % will be added to any past due utility balance not paid within 25 days of the bill date.

For Correspondence:

PO BOX 1090 CHARLOTTE NC 28201-1090

DUKE PHONE: 800-777-9898 [www.duke-energy.com](http://www.duke-energy.com)



GAIL CHATMAN  
1207 FEASTER ST

AI

Account Number

Verification Code

Bill Date

Current Charges Past Due After

06/17/2010

07/12/2010

Service From: MAY 17 to JUN 16 ( 30 Days)

Your next scheduled meter reading will occur between JUL 16 and JUL 21

PREVIOUS BILL AMOUNT	PAYMENTS (-)	NEW CHARGES (+)	ADJUSTMENTS (+ OR -)	AMOUNT DUE (=)
\$286.92	\$242.15	\$50.74	\$0.00	\$95.51

METER NUMBER	METER READINGS: PREVIOUS	METER READINGS: PRESENT	MULTI- PLIER	TOTAL USAGE	RATE SCHEDULE DESCRIPTION	AMOUNT
649651	14474	14950	1	476 KWH	RS - Residential Service	47.69
					Prior Balance Due	44.77
					Late Payment Charge	.67
					Municipal Fee	2.38
Amount Due						95.51

Electricity Usage	This Month	Last Year
Total KWH	476	122
Days	30	32
AVG KWH per Day	16	4
AVG Cost per Day	\$1.59	\$0.48

Our records indicate your telephone number is 803-694-9887 . If this is incorrect, please follow the instructions on the back of the bill

A late payment charge of 1.5 % will be added to any past due utility balance not paid within 25 days of the bill date.

For Correspondence:

PO BOX 1090 CHARLOTTE NC 28201-1090

DUKE PHONE: 800-777-9898 [www.duke-energy.com](http://www.duke-energy.com)

AJ

Duke Energy Bill Pay  
7/2/2010 6:10:02 PM  
Thomas Grocery And Grill  
200 Gilliam Street  
Whitmire, SC 29178

Terminal ID:415801  
Confirmation Code: 3506684

Acct Number:  
Acct Name: CHATMAN,GAIL  
Auth Num:  
ELECTRIC Paid 76.00  
Reconnect Fee: 0.00  
Transaction Fee: 0.00

=====  
Total Paid: 76.00

YOUR PAYMENT HAS BEEN  
ACCEPTED AND APPLIED TO YOUR  
DUKE ENERGY ACCOUNT. YOU  
HAVE A REMAINING BALANCE OF  
\$19.51 DUE ON OR BEFORE  
07-12-2010.

**AK**

Tuesday, July 6, 2010 9:14 a.m.

This acknowledges receipt of your correspondence received today – a copy of which is on the reverse side of this notation.

PLEASE be advised that as of June 11, 2010, it was agreed that I am on a monthly budget plan of \$76 (seventy-six dollars). As you will note, the appropriate & agreed upon amount for my first monthly payment has been made; and further (to reiterate) that each consecutive monthly budget amount will be paid on or before the 3<sup>rd</sup> of the month.

Please note & be advise that it is unnecessary to send me this type of communication unless, I do not meet the terms of the agreement.

I shall over-look your obliviousness & ineptitude this time.

Thank you.



AK

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Cash Remittance  
P.O. Box 1046  
Charlotte NC 28201-1046

JULY 02, 2010

0002810 SP 9463 -C04-P00000- 2 SCRL

GAIL CHATMAN  
1207 FEASTER ST  
WHITMIRE, SC 29178

*rec'd 07/02/10  
gc*

Subject: **DISCONNECTION NOTICE - S.C. RESIDENTIAL**  
ACCOUNT NUMBER: 2

Dear GAIL CHATMAN:

Our records indicate your electric service account is past due. The amount of \$44.77 must be received by 5:00 p.m. on JULY 14, 2010 (including payments left in our drop box) to avoid disconnection of service. If payment is made after this time (including payments left in our drop box), the Total Amount Due of \$95.51 must be paid. Your last payment of \$72.15 was received on JUNE 15, 2010.

You may find it convenient to pay the past due bill with a major credit card or by automated check processing. For your convenience, we accept MasterCard, Visa, Discover and automated checks (through a third party vendor for a nominal fee). If these payment options meet your needs, simply call us with your credit card or check information.

If your service is disconnected, you will be required to pay the total amount due of \$95.51 and a reconnect fee of \$15.00 to restore your service. A deposit also may be required to either restore or maintain service if your service is disconnected or if your account continues to carry a past due balance.

If your payment has been made, please disregard this notice. You may call our Automated Billing Information System at (800) 777-9898 to verify your payment has been received or to make a payment. We are available 24 hours every day to assist you.

**Para interpretacion de esta noticia muy importante de su servicio electrico, por favor llame a la compania de Duke Energy y pida un representante que habla espanol.**

Sincerely,

J. R. Rainear,  
Credit Department

Duke Energy Bill Pay  
7/2/2010 6:10:02 PM  
Thomas Grocery And Grill  
200 Gilliam Stret  
Whitmire, SC 29178

Terminal ID: 415801  
Confirmation Code: 3506684

Acct Number  
Acct Name  
Auth Num: 0000000000  
ELECTRIC Paid: 76.00  
Reconnect Fee: 0.00  
Transaction Fee: 0.00  
=====

Total Paid: 76.00

YOUR PAYMENT HAS BEEN  
ACCEPTED AND APPLIED TO YOUR  
DUKE ENERGY ACCOUNT. YOU  
HAVE A REMAINING BALANCE OF  
\$19.51 DUE ON OR BEFORE  
07-12-2010.

C934251 802982

9463-04-00-0002810-0001-0002810

www.duke-energy.com